

Appl. No. 10/007,637
Amtd. Dated July 9, 2005
Reply to Office Action of April 13, 2005

Amendments to the Specification:

Please replace the paragraph beginning at page 10, line 22, with the following amended paragraph:

The account manager system 20 processes the received bills utilizing the management tool 50 and stores the processed information in the management database [[20]] 24. Reports are generated by the management tool 50 and viewable at the customer system 80 by accessing the account manager system 20 via the communications network 70 or by a transmitted digital report (or printed forms are mailed to the operator of the customer system 80). The carrier systems 90 are polled periodically for updates in service plans or rates (or this information is automatically delivered to the account manager system 20 by the carrier systems 90). The non-customer system 94 represents a company or entity that has not contracted with or subscribed to the management service provided by the account manager system 20 but is allowed limited access to the system 20 to obtain information on available management services.

Please replace the paragraph beginning at page 11, line 23, with the following amended paragraph:

The management database 24 (e.g., a file server and the like) functions as memory for storing information including, but not limited to, usage/billing histories 26 received from the customer system 80 and/or carrier systems 90 and customer provided parameters 28 indicating a customer's preferences in selecting service plans offered by the carriers 90 (which may be other than simply cost and may vary by market, by project, by company division, and the like). The management database or engine 24 further ~~is arranged or~~ provides a data model set 30 that provides the unique multi-view or access feature of the system 10 that enables different users to access and view different portions of the processed usage/billing histories 26 and other information stored in the management database 24 (such as

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employee and customer company information and service and rate plan information received from the carrier systems 90). The data model set 30 is shown to include a company data model 32, a carrier package data model 34, a user package data model 36, an analysis data model 38, a display data model 40, and a device data model 42 (each of which will be described in detail with reference to Figures 2-6).

Please replace the paragraph beginning at page 13, line 29, with the following amended paragraph:

The customer system 80 is typically operated by a company or other entity and may include a number of workstations or personal computing devices linked 74 to the communication network 70 to access the account manager system 20. As shown, an employee device 82 with a user interface 83 (such as a graphical user interface with a web browser) is provided for enabling an employee to access at least one of the data models 30 to view their usage information. Similarly, an administrator device 84 with a user interface 85 and a finance manager device 86 with a user interface 87 are provided for allowing personnel having different wireless account management responsibilities to access one or more data models 30 provided by the account manager system 20. A non-customer system 94 with a user interface 96 is also included in the system 10 to illustrate access to the data model sets 30 provided to entities that are not yet provided customer level access to the data models 30. The data flow and communication between each of these devices is explained below with relation to the various data models 30 and the operation of the management tool 50.

Please replace the paragraph beginning at page 14, line 32, with the following amended paragraph:

Initially (and periodically for updates), the data loader 52 acts to ingest or process company information from the customer system 80 including contact information, employee or user information, wireless device information typically including a device identifier (e.g., serial number), market or geographic company

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information, company division information, and company project information. Processed information is then stored in the management database [[20]] 24 for later use. Further, the company information preferably includes the designation of a customer administrator and of a finance manager (which have predetermined access to the account manager system).

Please replace the paragraph beginning at page 16, line 10, with the following amended paragraph:

The data loader 52 further functions to ingest or process all bills received by the customer operating the customer system 80 from the carrier systems 90. The bills may be delivered in digital form directly from the carrier systems 90 via communication network 70 or by other delivery methods or from the customer via customer system 80 or by other delivery paths 88 in digital or paper form. Typically, the billing information includes usage patterns (timing, locations, telephone numbers called, and the like) for each device owned by the customer, the cost of the service provided to each device and in some cases, for each call made by a device, and the service plans utilized by each device. The ingested billing information is stored in the usage/billing histories 26 portion of the management database [[20]] 24.